




# KANSAS DEPARTMENT OF CORRECTIONS

	<b>INTERNAL MANAGEMENT POLICY AND PROCEDURE</b>	<b>SECTION NUMBER</b>  <b>14-148</b>	<b>PAGE NUMBER</b>  <b>1 of 2</b>
		<b>SUBJECT:</b>  <b>PAROLE SERVICES: Citizen Complaints</b>	
<b>Approved By:</b>  <b>Secretary of Corrections</b>		<b>Original Date Issued:</b> <span style="float: right;"><b>09-01-95</b></span>	
		<b>Current Amendment Effective:</b> <span style="float: right;"><b>08-21-99</b></span>	
		<b>Replaces Amendment Issued:</b> <span style="float: right;"><b>02-21-98</b></span>	
<b>Reissued By:</b>  <b>Policy &amp; Procedure Coordinator</b>		The substantive content of this IMPP has been reissued as per the appropriate provisions of IMPP 01-101. The only modifications within the reissue of this document concern technical revisions of a non substantive nature. <b>Date Reissued:</b> <span style="float: right;"><b>09-19-11</b></span>	

## POLICY

A citizen may register a complaint against a member of the parole services staff when the citizen believes the member's personal or professional action was not appropriate. The appropriate procedures for notifications and investigation into the complaint shall be followed, as applicable. (APPFS 3-3030)

## DEFINITIONS

None.

## PROCEDURES

### **I. Notification of Citizen Complaints**

- A. When a citizen complaint is received the parole supervisor shall notify the regional parole director within two (2) working days.
- B. When necessary, the parole director shall contact the staff member's immediate supervisor regarding the complaint, and, if warranted, direct that the immediate supervisor commence an investigation of the complaint.

### **II. Investigation of Complaints and Follow-up Action (APPFS 3-3030)**

- A. The parole supervisor shall conduct the investigation and submit the findings of the investigation in writing to the regional director within fifteen working days.
- B. The parole supervisor shall place a copy of the complaint, investigation findings, and any action(s) taken on file.
- C. The regional parole director shall advise the citizen registering the complaint of the findings of the investigation and the action(s) taken.

**III. Complaints Registered to Other Agencies**

- A. When the complaint is in reference to the use of a state owned vehicle, the proper agency shall be advised of the findings of the investigation.
- B. A copy of the complaint, findings of the investigation and action(s) taken by the agency shall be presented to the person(s) against whom the complaint was filed.

**IV. Citizen Complaints Against Supervisors**

- A. When a complaint is registered against a parole supervisor by a citizen, the foregoing procedure shall be followed except that the regional parole director or designee shall conduct the investigation. (APPFS 3-3030)

**NOTE:** The policy and procedures set forth herein are intended to establish directives and guidelines for staff and offenders and those entities that are contractually bound to adhere to them. They are not intended to establish State created liberty interests for employees or offenders, or an independent duty owed by the Department of Corrections to employees, offenders, or third parties. Similarly, those references to the standards of various accrediting entities as may be contained within this document are included solely to manifest the commonality of purpose and direction as shared by the content of the document and the content of the referenced standards. Any such references within this document neither imply accredited status by a Departmental facility or organizational unit, nor indicate compliance with the standards so cited. The policy and procedures contained within this document are intended to be compliant with all applicable statutes and/or regulatory requirements of the Federal Government and the state of Kansas. This policy and procedure is not intended to establish or create new constitutional rights or to enlarge or expand upon existing constitutional rights or duties.

**REPORTS REQUIRED**

None.

**REFERENCES**

APPFS 3-3030

**ATTACHMENTS**

None.